

FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2019

Programme : Diploma In Information Technology (DITN)
Diploma In Business (DIB)

Course : COM2111: Writing Skills

Date of Examination : December 12, 2019 (Thursday)

Time : 5:00pm – 7:00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

Answer any **FOUR (4)** questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Wan Nur Ezzati, Francis Wong and Charlote

Moderator : Iris Madona D'Cruz

This paper consists of 3 printed pages, including the cover page

DIPLOMA IN INFORMATION TECHNOLOGY PROGRAMME (DITN)
DIPLOMA IN BUSINESS PROGRAMME (DIB)
COM2111: WRITING SKILLS
FINAL EXAMINATION: AUGUST 2019 SESSION

INSTRUCTIONS: This paper consists of **SIX (6)** questions. Students are required to answer **FOUR (4)** questions.

Question 1 – Memorandum

You are the Human Resource Manager at Flextron Sdn. Bhd. Your company gives out an “Excellence Award” every three months to boost employee morale. Write a memorandum to the staff to inform them that the nomination for this award is now open.

Include:

- 1) Nomination criteria
- 2) Nomination instructions
- 3) Prize for the winner
- 4) Deadline

(Total: 25 marks)

Question 2 – Letter of Complaint

You and your friends booked a cruise to Phuket from the Happy Holidays Travel Agency. All of you were promised individual boutique-style cabins, exclusive services and all meals, apart from on board entertainment.

Unfortunately, instead of individual rooms, you had to settle for rooms based on twin sharing. Only breakfast and lunch were provided while you had to pay for dinner and tea. The ‘exclusive services’ promised was a failure and the on board entertainment was rather disappointing.

Write a letter to the Travel agency expressing your disappointment and request for a refund.

(Total: 25 marks)

Question 3 – Report

You were the project manager for a recently-held e-sports tournament in your college. The Head of Student Services has requested for a report on the event.

Write the report complete with proper headings and subheadings. Include all necessary details pertaining to the event.

(Total: 25 marks)

Question 4 – Request for Recommendation

You are a final year student at INTI College Subang Jaya and you would like to apply for an internship at a distinguished firm. The internship placement is highly competitive and a recommendation letter from the college would be useful to your application. Write an email to the Head of Programme to request for a recommendation letter. Provide the necessary details to be included in the letter.

Email: nancy.lee@inti.edu.my

(Total: 25 marks)

Question 5 – Notice & Agenda of Meeting

As the Head of Human Resource department in your company, prepare a notice for a staff meeting. The main objective of the meeting is to discuss a surprise retirement party for the chairman of the company. Include the agenda, together with other necessary details.

(Total: 25 marks)

Question 6 – Enquiry Letter

You are a fast growing catering service entity that provides healthy and customised meals for working adults. Recently you discovered a local company that sells organic homegrown produce at a reasonable price. You are interested in securing them as your main produce supplier for your business.

Write a letter enquiring if they would be able to cater to your company's needs in the long run as well as their quotations on prices and discounts offered (if any).

(Total: 25 marks)

~The End~

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